

City of Chelsea

Request for Proposals: Housing and Basic Services Support Project To work with and in support of the Chelsea Community Navigators Program

I. GENERAL SUMMARY/OVERVIEW STATEMENT

As part of the City of Chelsea's efforts to address issues faced by individuals suffering from alcohol and substance use dependency and in response to general interest in further reducing the prevalence of drug addiction, the City of Chelsea will direct funds to increase access to treatment, transitional housing and other support services for individuals identified through the "Community Health Navigator" program. The ultimate aim of this project is to connect individuals with a substance abuse disorder to appropriate interventions in a coordinated way and to increase their well-being and their ability to lead a self-sustaining life.

II. POPULATION TO BE SERVED: People to be affected by this project include high-risk teens and adults who are struggling with addiction to drugs and/or alcohol and who are in need of recovery services.

III. HOUSING and BASIC SUPPORT PROGRAM REQUEST FOR PROPOSAL:

The City of Chelsea will award up to \$110,000.00 to a community-based organization or other agency to fulfill the goals and requirements of the Housing and Basic Support Program component.

The City proposes to contract with the finalist group of agencies to perform such services for a period of one (1) year, January 1, 2016 – December 31, 2016, with two one-year options at the sole discretion of the City, from January 1, 2017 – December 31, 2017 and January 1, 2018 – December 31, 2018.

The Housing and Basic Support Program contract will be awarded to the most qualified and experienced responders to this RFP. The responder should include

- i) a statement of qualification,
- ii) a narrative describing services proposed, and
- iii) a budget explaining program cost, including in-kind contribution to this project.

The City will select the responsive and responsible applicant submitting the most advantageous proposal, taking into account the applicants demonstrated qualifications, clear project narrative and reasonable budget proposal. The City has no obligation to select the proposal offering the lowest rate(s).

IV. PURPOSE OF THIS GRANT:

The ultimate goal of the Housing and Basic Support Program RFP is to provide emergency, transitional and permanent housing, food assistance and other support services to individuals referred by the Community Navigator Program. Such services are a vital and missing local support to allow for the

Community Navigator Program to provide linkages to a continuum of care for individuals with a substance use disorder.

V. INTERACTION AMONG PROGRAMS AND PROGRAMS ACTIVITIES:

This City of Chelsea project will include **three distinct components** - the **Community Health Navigators Program, the Access to Detoxification Program and the Housing and Basic Services Support Program**. Although this RFP is directed solely to the Housing and Basic Services Support component, coordination and cooperation among these separate components, the different agencies involved, and the services provided is essential to assure program positive outcomes.

VI. NAVIGATORS' PROGRAM SCOPE OF ACTIVITIES:

- a) Participants' Engagement/Enrolment
- b) Family Support Network
- c) General Services
- d) Recovery Support
- e) Harm Reduction
- f) Treatment Referral
- g) Transporting Individuals to Treatment and Other Services
- h) Reporting and Supervision
- i) Assessment and Tracking Goals
- j) Relationships with Treatment Facilities and other SUD Groups

VII. TREATMENT ON DEMAND AND CLINICAL SUPPORT PROGRAM ACTIVITIES:

The purpose of the Treatment on Demand and Clinical Support Program (**Not the subject of this RFP**) is to engage individuals referred through the Community Health Navigators Project to appropriate detoxification services and programs that will improve their wellbeing and increase their ability to a self-sustaining life. The City will use the information provided by the selected applicant to develop the final scope of services.

VIII. HOUSING AND BASIC SERVICES SUPPORT PROGRAM ACTIVITIES:

The purpose of the Housing and Basic Services Support Program (**The Subject of this RFP**) is to provide transitional home placement and appropriate support services and programs to Community Health Navigators Identified individuals in an effort to increase their wellbeing and their ability to lead a self-sustaining life. The information provided by selected qualified agencies will be used in the final formulation of the contracted scope of services.

IX. COORDINATED PROGRAM OPERATING PRINCIPLES:

- Active drug users should be provided with an environment where trusting relationships can be established and maintained in an effort to navigate to treatment at a time when they are ready.
- When possible, family members and other members of the target participant's support networks should be enlisted as part of the treatment solution as well as to receive support and guidance in navigating treatment options including but not limited to workshops on risk and harm reduction.
- Individuals in Chelsea should be directed to appropriate support services and resources (i.e. mental health, housing, welfare, job training, GED, ESL, etc.).

- Individuals in recovery should be engaged to support their continued treatment program.
- Harm reduction strategies should be implemented and be ongoing in Chelsea for active users.
- All individuals in Chelsea should be referred to treatment as needed with continued follow up to ensure individuals are continuing with treatment.
- Barriers to these services should be reduced or eliminated. These services include Detox/rehab facilities, medical and counseling appointments, housing, welfare, as well as other services as needed with the Navigator accompanying an individual whenever possible per guidelines of awarded organization.
- Quarterly reporting is essential to assess effectiveness of the work being done and to ensure funding for years 2 and 3. Reports should include individual assessments before and after initial engagement that includes treatment goals that can be tracked.
- Navigators should establish working relationships with institutions and organizations where target populations are being served or can potentially be served, including detox and other treatment facilities, SUD providers, first responders, public safety officials, emergency room personnel, correctional facilities and court systems. Every effort should be made to develop and maintain collaborative relationships with other substance use disorder coalitions, treatment providers and other resources.

X. SERVICE DELIVERY REQUIREMENTS:

Direct service staff of the responding agency (Navigators, Clinicians and Counselors) should have proficiency (verbal and reading) in Spanish and have two to three (2-3) years of demonstrated experience. Knowledge of the Chelsea Community and a previous engagement with active using and recovery communities, as well as treatment providers and other health and human services, is desired.

The responding agency should have experience working with individuals and families with addictions and in recovery, as well as experience developing and maintaining relationships with other service providers. The agency must have knowledge of related fields of substance use disorders, overdose prevention, and community mobilization around drug-related harm, including HIV Hepatitis C and a demonstrated commitment to working with individuals in recovery from substance use disorders and at risk of an opiate overdose.

All staff should possess required service related education, trainings, qualifications and licenses when required.

The selected agency shall be required to provide a representative to attend weekly HUB & COR meetings to ensure that such agency is aware of the most recent collaborative efforts with the target population. This is a **MANDATORY** requirement of the contract.

The selected agency shall be required to provide quarterly report individuals engaged and outcomes for such individuals on a quarterly basis to the City Manager and HHS Director. These reports are a **MANDATORY** requirement of the contract.

XI. QUALIFIED AGENCIES RESPONDING TO THIS RFP SHOULD SUBMITT:

- 1) Copy of current IRS Determination Letter confirming the applicant organization or fiscal agent tax-exempt status.
- 2) Current Board of Directors list with names, town residence, affiliation(s) with other nonprofit boards.
- 3) Provide most recent annual audit for the applicant organization or fiscal conduit. If the organization is not required to have an independent audit, provide a copy of most recent 990 report. Provide name and contact information of contracts/grants manager.
- 4) Information on how staff will be supervised at site of employment (please submit a program staffing chart).
- 5) Information on how Navigator(s) activities will be reported to the program manager.
- 6) A work plan describing: a) weekly activities, b) target groups, c) number of people expected to be served, d) program implementation timeline and intended trainings. This information should provide a baseline for future program assessment and adjustments.
- 7) A budget and budget line item explanation narrative (in a separate sealed envelope from the technical proposal).

Complete responses to this RFP (original and two copies; technical proposal and required documentation in one sealed and marked envelope & the budget information in a separate sealed and marked envelope) are due no later than: December 8, 2015 at 11:00am, at the same address. Please use font size 12 in your response, no more than 5 pages including budget. RFP's will be evaluated and rated using the criteria matrix attached.

Please send your completed proposal providing the information described above to:

City of Chelsea Purchasing Department, Attention: BASIC SUPPORT PROGRAMS RFP, 500 Broadway, Room 206, Chelsea, MA 02150

The information provided will be used to develop the final scope of services and contract with the selected agencies/organizations.

RFP RESPONSE EVALUATION CRITERIA

Criteria	Highly Advantageous (3 Points)	Advantageous (2 points)	Not Advantageous (1 Pont)	Unacceptable (0) Points
Applicant Institution Competence	Demonstrated competence/ experience	Sufficient field experience	New to this field of Work	Poor or no experience or insufficient info.
Quality of Written Proposal	Direct response to Intention of RFP	Good general response to terms of RFP	Limited but sufficient response to RFP	Does not demonstrate understanding of RFP
Clear and Appropriate Plan of Work	Process, products and timetable clear and achievable	Good but limited plan of work	Adequate but insufficient plan of work	No plan of work or limited connection to RFP
Personnel Program Related Qualifications	Qualifications and direct experience with target population	Qualifications and sufficient experience with target population	Fair Qualifications but limited experience with population	Poor Qualifications and very limited experience with population
Clarity of Budget Explanation	Reasonable cost and clear explanation	Needs further budget explanation	Insufficient budget explanation	Unreasonable budget
Evidence of Advanced Understanding of purpose, target population, scope of activities	Clear and concise program narrative	Good Narrative but does not cover all aspects of RFP	Fair Narrative but limited understanding of RFP	Inadequate understanding of RFP or program purpose
Ability to monitor and frequently communicate program progress with designated personnel and City Officials	Includes information on program activities and process, outcomes, assessment and reporting	Includes information on good activities monitoring and reporting practices and standards.	Includes information on fair activities monitoring and reporting practices and standards.	Insufficient or poor information on activities monitoring and reporting.